plans. This direction provides that all the CMSPs and UASPs should inform the customer in writing within a week of activation of service, the complete details of his tariff plan. In addition, as and when there are any changes in any aspect/item of tariff in the chosen package, the operator shall intimate, in writing, such changes to those subscribers whose tariff packages undergo a change.

In order to protect the interests of consumers TRAI directed all CMSPs and UASPs to publish in all communications/advertisements information relating to premium rate services, the pulse rate/tariff for the service.

**Poor quality of customer service of MTNL**

2129. SHRI S.M. LALJAN BASHA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that MTNL has a phone service called 'Dolphin';

(b) if so, whether it is also a fact that MTNL has not been able to properly prepare its bills and provide customer information on such bills which are generally on a very poor paper;

(c) whether it is also a fact that no proper and useful phone numbers are given on such bills so that customers could contact appropriately; and

(d) the steps proposed by MTNL to properly design bills with useful information?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir.

(b) The bills are printed through a computerized system and contain relevant information for the customers. Proper quality of paper is used considering the cost of paper, printing charges etc. so as to reduce the burden of printing on the consumers.

(c) Telephone number that can easily accessed for any information and grievance is printed on each bill. Further call centres are available to redress the grievance regarding bills.

(d) The telephone bills already being issued contain the requisite details.

**Allocation from USO funds for rural telephony**

2130. SHRI NILOTPAL BASU: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the total USO collected till date since its inception, year-wise; and

(b) how much of this has been given to the USO Fund and what portion of that has been allocated on a company-wise basis for deployment of rural telephony, year-wise?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) The Universal Service Support Policy came into effect from 1.4.2002. The year-wise amount collected through Universal Service Obligation (USO) Levy and funds allocated to USO Fund since its inception is given in the enclosed Statement-I (*See* below).

The year-wise details of disbursal of funds from USO Fund to various companies (Universal Service Providers) for deployment of rural telephony is given in the enclosed Statement-II.

***Statement-I***

*Year-wise amount collected through USO Levy and allocations made to USO Fund*

(Rs. in crore)

| Year | 2002-03 | 2003-04 | 2004-05 | 2005-06 | Total |
|---|---|---|---|---|---|
| Amount collected through USO Levy | 1,653.61 | 2,143.22 | 3,457.73 | 2,454.31 (upto 31.1.2006) | 9,708.87 |
| Funds allocated to USO Funds | 300 | 200 | 1,314.59 | 1,750 | 3,564.59 |